

APPENDIX A

KEY FINDINGS FOR REGION 2: BACKUP TABLES

SATISFACTION WITH TRICARE AND TRICARE PRIME

Table 2.1 Percent of Beneficiaries Satisfied with Care They Received at a Military (MTF) or Civilian (CTF) Treatment Facility, by Region and Past Care, Compared to a National Civilian Benchmark Beneficiaries Who Received Some Care at a MTF or CTF or Both in Past 12 Months		
	MTF	CTF
Region 1	64.5	84.1
Region 2	51.5	83.7
Region 3	54.8	82.6
Region 4	58.5	83.4
Region 5	62.1	84.2
Region 6	57.7	82.9
Region 7/8	57.0	82.0
Region 9	61.2	80.1
Region 10	63.2	81.8
Region 11	64.4	82.6
Region 12	64.1	81.6
Alaska	62.6	79.7
Europe	61.2	73.9
Mean, all regions	58.9	82.7
Total population	3,630,311	3,882,672
National benchmark	89.0	

Table 2.2 Percent of Beneficiaries Satisfied with the Military or Civilian Care They Received in Region 2 by Type of Beneficiary and Past Care Beneficiaries Who Received Some Care at a MTF or CTF or Both in Past 12 Months		
	MTF	CTF
Active duty personnel	49.9	72.7
Active duty family members	48.8	81.8
Retirees, survivors, and family under age 65	54.3	86.7
Retirees, survivors, and family age 65 or over	60.2	86.7
Region 2 overall	51.5	83.7
Mean, all regions	58.9	82.7
Total population in Region 2	409,328	372,548

Table 2.3 Intention to Enroll or Re-enroll in TRICARE Prime in Region 2, by Enrollment Status and Likelihood to Enroll Percent of Beneficiaries Reporting Knowing Something About TRICARE			
	Percent reporting given likelihood		
	Likely or very likely	Neither likely nor unlikely	Unlikely or very unlikely
Enrolled in TRICARE Prime			
Active duty	39.9	30.5	29.7
Non-active duty	61.4	19.2	19.5
Not enrolled in TRICARE Prime			
Under age 65	15.0	26.3	58.6
Age 65 or over	3.9	19.6	76.5
Region 2 overall	33.3	25.8	40.9
Mean, all regions	41.4	NA	NA
Total population in Region 2	117,918	91,410	145,144

Table 2.4 TRICARE Prime Enrollees Satisfied with Their Care in Region 2 by Military or Civilian Primary Care Manager Percent of Beneficiaries Enrolled in TRICARE Prime		
	Primary Care Manager	
	Military	Civilian
Region 2	46.9	47.1
Mean, all regions	49.3	56.3
Total population in Region 2	76,325	19,862

ACCESS TO HEALTH CARE

Table 3.1 Beneficiaries' Use of an Emergency Room in Lieu of a Regular Appointment in Region 2 by Enrollment Status Percent of Beneficiaries Who Report Using an ER in the Past 12 Months	
	Percent using ER in lieu of regular appointment
Enrolled in TRICARE Prime	
Active duty	14.8
Non-active duty	22.4
Not enrolled in TRICARE Prime	
Under age 65	15.5
Age 65 or over	13.3
Region 2 overall	16.5
MHS Average	17.2
Total population in Region 2	242,487

Table 3.2 Average Waiting Periods for Beneficiaries to Get an Appointment for Routine Care in Region 2 by Enrollment Status Percent of Beneficiaries Who Received Some Care at a MTF or CTF or Both in Past 12 Months		
	Percent reporting given waiting period	
	MTF	CTF
Enrolled		
Waited < 8 days	62.1	79.7
Waited 8 - 30 days	32.9	16.1
Waited > 30 days	5.0	4.1
Not enrolled		
Waited < 8 days	51.2	61.7
Waited 8 - 30 days	38.4	29.7
Waited > 30 days	10.3	8.7
MHS Average		
Waited < 8 days	53.2	64.0
Waited 8 - 30 days	39.2	28.1
Waited > 30 days	7.6	8.0
Total population in Region 2	409,328	372,548

Table 3.3		
Waiting Time in Provider's Office in Region 2, by Enrollment Status Percent of Beneficiaries Who Received Some Care at a MTF or CTF or Both in Past 12 Months		
	Percent reporting given waiting period	
	MTF	CTF
Enrolled		
Waited < 30 minutes	59.5	84.2
Waited 30 minutes to 1 hour	27.4	11.3
Waited > 1 hour	13.1	4.4
Not enrolled		
Waited < 30 minutes	58.1	83.8
Waited 30 minutes to 1 hour	25.6	12.7
Waited > 1 hour	16.3	3.5
MHS Average		
Waited < 30 minutes	67.7	83.6
Waited 30 minutes to 1 hour	22.7	13.0
Waited > 1 hour	9.6	3.5
Total population in Region 2	409,328	372,548

Table 3.4 Reasons for Beneficiaries Not Relying on a Military Facility for Most of Their Care in Region 2 Percent of Beneficiaries Who Did Not Receive Most Care From a MTF in the Past 12 Months	
	Percent reporting the reason
Never try to use MTF	24.3
No care needed in past 12 months	12.5
MTF is too far away	27.7
Hard to get an appointment at MTF	33.9
Can't see the same provider each visit	22.1
MTF usually used is closed	1.8
Needed services not available	15.1
Better care at civilian provider	29.8
Ineligible for military care	5.0
No appointment available for beneficiary like me	13.2
Difficult to find a parking space	3.1
Other	18.4
Total population in Region 2	306,681

KNOWLEDGE OF TRICARE AND TRICARE PRIME

Table 4.1 No Knowledge of TRICARE Percent of All Beneficiaries by Region	
	Percent with no knowledge of TRICARE
Region 1	45.9
Region 2	38.8
Region 3	29.7
Region 4	29.0
Region 5	52.6
Region 6	29.4
Region 7/8	30.3
Region 9	37.8
Region 10	37.8
Region 11	28.9
Region 12	24.5
Alaska	17.4
Europe	21.8
Mean, all regions	35.1
Total population	5,861,324

Table 4.2 Beneficiaries in Region 2 Having Unclear Information About Enrolling in TRICARE Prime Percent of Beneficiaries Reporting Knowing Something About TRICARE	
	Percent reporting unclear information
Active duty personnel	38.1
Active duty family members	31.0
Retirees, survivors, and family under age 65	48.8
Retirees, survivors, and family age 65 or over	47.2
Region 2 overall	40.5
Mean, all regions	33.9
Total population in Region 2	353,083

Table 4.3 Sources of Information About TRICARE in Region 2 Percent of Beneficiaries Reporting Knowing Something About TRICARE	
Source	Percent reporting the source
TRICARE presentation	26.5
Information package	47.6
Military doctor	14.1
Civilian doctor	3.0
TRICARE information number	15.6
Military base newspaper	33.4
Regular newspaper	8.6
Friends/neighbors	28.7
TRICARE service center	16.3
Radio/TV	2.0
Other source	27.3
Total population in Region 2	368,528

SOURCES OF HEALTH CARE

Table 5.1 Use of Military Pharmacies to Fill Prescriptions Written by a Civilian Provider Percent of Beneficiaries in Region 2 by Beneficiary Group	
	Percent using military pharmacy
Active duty personnel	9.2
Active duty family members	36.4
Retirees, survivors, and family under age 65	37.2
Retirees, survivors, and family age 65 or over	51.6
Region 2 overall	29.4
Mean, all regions	25.0
Total population in Region 2	615,661

Table 5.2 Usual Source of Care for Beneficiaries in Region 2 Who Are Sick or Need Advice Percent of Beneficiaries Who Reported Having a Usual Source of Care			
	Percent using the given type of facility		
	Military	Civilian	Other
Active duty personnel	93.1	5.2	1.7
Active duty family members	69.6	27.3	3.2
Retirees, survivors, and family under age 65	32.1	64.4	3.5
Retirees, survivors, and family age 65 or over	17.5	78.7	3.8
Region 2 overall	56.9	40.2	2.9
Mean, all regions	46.5	49.4	4.1
Total population in Region 2	306,621	216,466	15,671

USE OF HEALTH CARE

Table 6.1 The Number of Outpatient Visits in the Past Year by Patients in Region 2 by Enrollment Status and Past Care Percent of Beneficiaries Who Received Some Care at a MTF or CTF or Both in Past 12 Months		
	Percent reporting given number of visits	
	MTF	CTF
Enrolled		
0 visits	7.8	18.7
1 - 5 visits	59.2	52.6
6 + visits	33.0	28.7
Not enrolled		
0 visits	22.6	6.5
1 - 5 visits	45.6	49.9
6 + visits	31.8	43.7
MHS Average		
0 visits	16.3	9.6
1 - 5 visits	52.9	49.6
6 + visits	30.9	40.8
Total population in Region 2	345,911	301,416

USE OF PREVENTIVE SERVICES

Table 7.1 Blood Pressure Readings by Enrollment Status in Region 2 Percent of All Beneficiaries	
	Percent reporting blood pressure reading
Enrolled in TRICARE Prime	
Active duty	94.9
Non-active duty	96.8
Not enrolled in TRICARE Prime	
Under age 65	95.8
Age 65 or over	97.0
Region 2 overall	95.8
Mean, all regions	96.3
Total population in Region 2	619,369

Table 7.2 Cholesterol Screening by Enrollment Status in Region 2 Percent of All Beneficiaries	
	Percent reporting cholesterol screening
Enrolled in TRICARE Prime	
Active duty	76.5
Non-active duty	64.9
Not enrolled in TRICARE Prime	
Under age 65	78.3
Age 65 or over	92.6
Region 2 overall	77.0
Mean, all regions	80.8
Total population in Region 2	619,132

Table 7.3 Breast Cancer Screening by Region Percent of Female Beneficiaries Age 50 and Over	
	Percent reporting breast cancer screening
Region 1	86.1
Region 2	85.3
Region 3	85.2
Region 4	83.3
Region 5	79.4
Region 6	83.2
Region 7/8	81.7
Region 9	86.1
Region 10	85.5
Region 11	81.7
Region 12	80.5
Alaska	84.4
Europe	63.1
Mean, all regions	83.7
Total population	1,426,067

Table 7.4 Pap Smears by Enrollment Status in Region 2 Percent of Female Beneficiaries			
	Percent reporting exam with Pap smear during given time period		
	Within 3 years	3 years +	Never
Enrolled in TRICARE Prime			
Active duty	89.7	10.0	0.3
Non-active duty	92.5	5.8	1.7
Not enrolled in TRICARE Prime			
Under age 65	90.0	9.3	0.7
Age 65 or over	79.6	19.0	1.5
Region 2 overall	89.5	9.4	1.0
Mean, all regions	87.5	10.7	1.8
Total population in Region 2	266,293	28,031	3,117

Table 7.5 Timing of First Prenatal Care by Region Percent of Female Beneficiaries Who Were Pregnant When Responding to the Survey or During the 12 Preceding Months	
	Percent reporting first prenatal care during first trimester
Region 1	88.5
Region 2	80.2
Region 3	89.7
Region 4	90.3
Region 5	92.5
Region 6	89.2
Region 7/8	91.7
Region 9	87.8
Region 10	92.2
Region 11	93.7
Region 12	94.4
Alaska	86.5
Europe	96.6
Mean, all regions	89.3
Total population	194,191

Table 7.6 Prostate Screening by Enrollment Status in Region 2 Percent of Male Beneficiaries Age 50 or Over			
	Percent reporting prostate screening		
	Within past 2 years	2 years +	Never
Enrolled in TRICARE Prime			
Active duty	56.0	40.8	3.3
Non-active duty	82.8	10.1	7.1
Not enrolled in TRICARE Prime			
Under age 65	71.8	19.4	8.7
Age 65 or over	83.3	12.5	4.2
Region 2 overall	77.0	16.2	6.8
Mean, all regions	77.8	NA	NA
Total population in Region 2	80,122	16,886	7,048

ENROLLMENT AND BENEFICIARY HEALTH STATUS

Table 8.1 Enrollment Status in TRICARE Prime Percent of Beneficiaries Who Reported Knowing Something About TRICARE			
	Percent reporting given enrollment status		
	Enrolled in TRICARE Prime	Not enrolled in TRICARE Prime	Don't know
Region 2	32.5	54.4	13.1
Average of pre-TRICARE regions	28.4	57.3	14.3
Total population in Region 2	117,127	196,338	47,325

Table 8.2 Composite Scores of Physical Health by Enrollment Status in Region 2 Percent of All Beneficiaries	
	Percent below age adjusted median score for U.S. population
Enrolled in TRICARE Prime	
Active duty	44.1
Non-active duty	55.2
Not enrolled in TRICARE Prime	
Under age 65	54.2
Age 65 or over	50.5
Region 2 overall	50.5
Mean, all regions	51.0
Total population in Region 2	599,408

PERFORMANCE IMPROVEMENT PLAN

Table 9.1 Performance Improvement Plan for Region 2		
	Importance	Percent excellent or very good
Convenience of location of treatment	0.215771	52.58590
Convenience of hours	0.329711	42.06291
Access to health care whenever you need it	0.388867	29.89996
Access to a specialist if you need one	0.370640	19.60526
Access to hospital care if you need it	0.358074	33.95176
Access to medical care in an emergency	0.357903	39.32688
Ease of making appointments for health care by phone	0.334969	26.62313
Length of time you wait at office to see the provider	0.335278	23.39160
Length of time between making an appointment for routine care and day of visit	0.340873	23.88472
Availability of health care information or advice by phone	0.331859	26.60377
Services available for getting prescriptions filled	0.264804	56.33250
Thoroughness of examination	0.416783	36.90658
Ability to diagnose my health care problems	0.443130	34.98054
Skill of health care providers	0.453277	38.93473
Thoroughness of treatment	0.464781	37.55690
The outcomes of your health care (how much you are helped)	0.471488	37.68997
Overall quality of health care	0.498222	36.53561
Provider's explanation of health care procedures	0.447363	37.75550
Provider's explanation of medical tests	0.439941	36.75873
Attention provider gives to what you have to say	0.433548	37.96470
Advice provider gives you about ways to avoid illness and stay healthy	0.395709	35.12949
Courtesy shown to you by administrative staff (e.g., receptionists)	0.360344	43.31164
Courtesy shown to you by health care providers	0.410842	48.55258
Provider's concern for you as a person	0.427991	40.30292
Provider's concern for your privacy	0.352105	49.28928
Reassurance and support offered to you by health care providers	0.434336	31.53628
Amount of time with health care providers during a visit	0.416853	29.48960
Ability to choose health care providers	0.349982	16.69742
Ease of seeing the provider of your choice	0.350384	18.99724
Health care providers' personal interest in the outcome of your problem	0.399512	29.68311
Protection you have against financial hardship due to medical expenses	0.263211	32.04476
Help with arrangements to get the health care you need without financial problems	0.333791	25.64565
Ease of parking	0.219820	34.99446